



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**600 ARMY PENTAGON**  
**WASHINGTON, DC 20310-0600**

FEB 05 2007

IMZA

**MEMORANDUM FOR ALL US ARMY INSTALLATION MANAGEMENT COMMAND  
PERSONNEL**

**SUBJECT: Command Policy #1 – Open Door Policy**

1. The most effective means for solving problems faced by Soldiers and employees is open communication using the chain of command. Therefore, I encourage all personnel to use this highly effective tool to resolve issues at the lowest possible level. On occasion, a Soldier or employee may believe it is necessary to talk directly to me about those few complex problems, which because of sensitivity or magnitude, cannot be solved through the chain of command and other conventional means. It is my policy to be available to discuss those matters with the person concerned.
2. If any person wishes to talk with me directly, he or she should call my Executive Assistant at 703-692-3233 to schedule an appointment. I will make myself available at the earliest convenient time, consistent with operational requirements, for a meeting.
3. I expect leaders to inform personnel of this policy and to fully support it. Leaders are responsible for the prompt and appropriate resolution of minor problems at the lowest level.
4. This policy may not be used to circumvent established administrative processes that are available to resolve employee and Soldier grievances, complaints, problems, and other similar issues.
5. As a matter of courtesy, I encourage, but do not require, all enlisted Soldiers desiring to see me to first contact the my Command Sergeant Major at 703-602-6257. Similarly, I encourage officer and civilian employees to first contact my Chief of Staff at 703-602-1730. These notifications are for courtesy and possible assistance in resolving the issue; it is not a requirement to see me.

**ROBERT WILSON**  
Lieutenant General, USA  
Commanding